



Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy

This policy outlines the processes regarding deferment of commencement or suspension of studies at the request of a student, and suspension or cancellation of enrolment of a student by the School.

Deferment of Commencement or Suspension of Student Requested by a Student

Deferment of Commencement of Study Requested by a Student

A deferment occurs when an enrolment is postponed to a future date. Cranbrook will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These are circumstances beyond the student's control and include, but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents, siblings or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
- A traumatic experience, which has impacted on the student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

A deferment of commencement of study may also be granted if there has been a delay in obtaining a Student Visa or any pre-requisite course has not been available.

Suspension of Study Requested by a Student

A suspension occurs when an enrolment is suspended for a period of time.

Once the student has commenced the course, Cranbrook will only grant a suspension of study at the request of the student for compassionate or compelling circumstances. These are circumstances beyond the student's control and include, but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents, siblings or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
- A traumatic experience, which has impacted on the student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

Assessing Requests for Deferment of Suspension of Studies

The final decision for assessing and granting a deferment of commencement or suspension of studies requested by a student lies with the Headmaster. Applications will be assessed on their individual merit.

Applications will be assessed and a decision made within 14 days of receipt of the written request for a deferment or suspension. A written response, including reasons for the decision, will be provided to the student and his parents.

The Director of Admissions and External Relations will record the deferment or suspension in PRISMS. If any deferment or suspension will impact the end date of the student's electronic Confirmation of Enrolment (eCOE), a new eCOE will be issued at that time, or at a later point when the student's date of return is known.

Retrospective granting of a deferment or suspension of studies will only be granted in unusual circumstances, such as when a student has had to return home at short notice for medical care, or where a student has had an accident whilst on holidays at home and has not been able to return to School.

Any period of suspension of studies requested by a student will not be included in attendance calculations pursuant to the [Full Fee Paying Overseas Students: Course Progress and Attendance Policy](#).

All relevant documentation will be kept on the student's file, including documentary evidence supporting the request for deferment or suspension and of assessment of the application.

Exclusion or Suspension Initiated by the School

Short Term Exclusion from Class Studies - 1 to 28 Days

Cranbrook may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion from class studies will occur as the result of any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

Excluded students must abide by the conditions of their exclusion from studies. These will depend on welfare and accommodation arrangements in place for the student and will be determined by the Headmaster.

Where excluded students are provided with homework and/or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded in PRISMS, nor recorded as absences in attendance calculations pursuant to the [Full Fee Paying Overseas Students: Course Progress and Attendance Policy](#).

The student and his parents will be notified in writing of the School's intention to exclude the student from class studies.

All relevant documentation will be kept on the student's file.

School Initiated Suspension of Studies (More Than 28 Days)

Cranbrook may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

Where suspended students are provided with homework and/or other studies for the period of the suspension, the student must continue to meet the academic requirements of the course.

Students who have been suspended for more than 28 days and who are boarders will be required to return to their home country unless specific special circumstances exist (for example, the student is medically unfit to travel). The student must also abide by any other conditions of their suspension, which will be determined by the Headmaster.

If special circumstances exist, there will be additional conditions of their suspension from studies that will depend on the welfare and accommodation arrangements in place for the student. These will be determined by the Headmaster.

Suspensions will be recorded in PRISMS by the Director of Admissions and External Relations. Suspensions will not be recorded as absences in attendance calculations pursuant to the [Full Fee Paying Overseas Students: Course Progress and Attendance Policy](#).

The student and his parents will be notified in writing of the School's intention to suspend the student.

All relevant documentation will be kept on the student's file.

Cancellation of Enrolment by the School

Cranbrook may cancel enrolment of a student under the following conditions:

- Failure to pay course fees;
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532); or
- Any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

The student and his parents will be notified in writing of the School's intention to cancel the student's enrolment.

Where the enrolment of a student has been cancelled, the student has 28 days to enrol in an alternative course or return home.

All relevant documentation will be kept on the student's file.

Cranbrook is also required to report a failure to maintain satisfactory course progress and/or a failure to maintain satisfactory attendance to Department of Home Affairs, which will result in automatic cancellation of enrolment. See the [Full Fee Paying Overseas Students: Course Progress and Attendance Policy](#) for details.

Complaints and Appeals

Student requested deferment and suspension are not subject to the [Full Fee Paying Overseas Students: Complaints and Appeals Policy](#).

Exclusion from class studies, School initiated suspension and cancellation of enrolment are subject to the [Full Fee Paying Overseas Students: Complaints and Appeals Policy](#).

For the duration of the appeals process, Cranbrook School will maintain the student's enrolment, and the student is required to maintain enrolment and participation in studies. The Headmaster will determine if participation in studies will be in class or under supervised arrangement outside of classes.

If a student appeals the decision regarding a School initiated suspension or cancellation, the suspension or cancellation will not be recorded in PRISMS by the Director of Admissions and External Relations until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

The use of extenuating circumstances by Cranbrook to suspend or cancel a student's enrolment prior to the completion of any internal complaints and appeals process will be supported by appropriate evidence. Extenuating circumstances will be evaluated by the Headmaster and may include:

- The student refuses to maintain approved welfare and accommodation arrangements;
- The student is missing;
- The student has medical concerns, severe depression or other psychological issues which lead the School to fear for the student's well being;
- The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;
- The student is at risk of committing a criminal offence; or
- The student is the subject of investigation relating to criminal matters.

Where extenuating circumstances exist, appropriate documentary evidence will be maintained on the student's file.

The Director of Admissions and External Relations will make the notification of a School initiated suspension or cancellation in PRISMS upon completion of the internal complaints and appeals process, where that process has found in favour of the suspension or cancellation. Whilst the student/parents may appeal the decision externally, Cranbrook will not delay notification in PRISMS until the completion of the external appeals process.

The above paragraph does not apply in relation to notifications in PRISMS of a failure to maintain satisfactory course progress or a failure to maintain satisfactory attendance. See the [Full Fee Paying Overseas Students: Course Progress and Attendance Policy](#) for details regarding complaints, appeals and timing of notifications in PRISMS in these circumstances.

Student Visa Issues

Deferment, suspension and cancellation of enrolment can impact a student's visa as a result of changes to enrolment status. Students are informed in the written notification of their deferment, suspension or cancellation to contact the Department of Home Affairs for advice.

Accommodation and Welfare

Cranbrook School will continue to monitor the suitability of the accommodation and welfare arrangements of a student following a suspension or cancellation of enrolment unless:

- The student is accepted by another registered provider who takes over the approval responsibility;
- The student leaves Australia;
- Other arrangements are made to satisfy the Department of Home Affairs regulations regarding the accommodation and welfare of the student such as a parent or other suitable relative taking responsibility; or
- The School advises the Department of Home Affairs that the School can no longer approve of the arrangements for the student as events have occurred which have made it impossible for the School to continue to approve these arrangements, as all attempts to assist the student to maintain appropriate arrangements have been exhausted and the student is refusing to maintain care arrangements the School is able to approve.

As Cranbrook School does not permit homestay, it will generally be required that the student return home or otherwise into the care of at least one parent in Sydney. If there is no other alternative, the student will be required to remain living in the Boarding House.

Published: 10 June 2019